

PERFORMANCE WORK STATEMENT (PWS)

TASK ORDER ID: 5TS12100284
PROJECT TITLE: Production Adjustment & Risk Management Office Systems
CLIENT: United States Department of Agriculture, Farm Service Agency
DATE: 13 Oct 10
CONTRACT TYPE: Time and Materials
CONTRACT VEHICLE: GSA Alliant Government Wide Acquisition Contract

1. BACKGROUND / OBJECTIVE / SCOPE / CONSTRAINTS / APPLICABLE DOCUMENTS.

- 1.1. Background. The United States Department of Agriculture (USDA), Farm Services Agency (FSA) administers and manages farm commodity, credit, conservation, disaster and loan programs as authorized by Congress through a network of federal, state and county offices. FSA's administrative and programmatic functions are supported by a large network of automated Systems that are maintained by its Information Technology Services Division (ITSD). ITSD is also responsible for developing new programs, replacing existing programs and modernizing existing platforms and Systems. The primary ITSD operations are located in Washington, DC and Kansas City, MO, with additional offices in St. Louis, MO. The Production Adjustment & Risk Management Office (PARMO) is responsible for an increasing number of web applications resulting from on-going efforts to move software to the web environment. The PARMO has a need to develop new web applications and modernize existing applications.
- 1.2. Objective. The objective of this task order is to provide technical support services for the requirements determination, analysis, design, construction, testing, and deployment, maintenance, and production support of the existing and new web-enabled Production Adjustment Risk Management Systems and all new Systems required by future Farm Bills.

The tasks to be supported by the resultant task order are primarily targeted for projects authorized in Title I and Title XII of the Food, Conservation, and Energy Act of 2008 (Farm Bill). Furthermore PARMO on behalf of Production Emergency Compliance Division (PECD) supports several key shared services such as Service Center Information Management System (SCIMS), Farm Records, Adjusted Gross Income (AGI), Eligibility, and Direct Attribution. Many of these services are leveraged by other USDA agencies. The scope of projects associated with this performance work statement (PWS) spans the following six broad categories: completion of the 2008 Farm Bill; Implementing the 2012 Farm Bill; supporting adhoc legislation; modernization to the web; modernization to System Applications and Products (SAP); and normal enhancements and modifications. All web applications are hosted in the USDA Enterprise Data Center in Kansas City.

- 1.2.1. COMPLETE IMPLEMENTATION OF 2008 FARM BILL APPLICATIONS: Seven new programs were identified in the Farm Bill that the PECD is responsible for building and maintaining. Two of these seven new applications still need to be completed to finish implementing the 2008 Farm Bill. These applications are listed below.
 - Emergency Assistance for Livestock, Honey Bees, and Farm-Raised Fish (ELAP): Software to support signup and payments.
 - Supplemental Revenue Assistance Payments (SURE): Software to support signup and payments.
- 1.2.2. IMPLEMENTATION OF 2012 FARM BILL: It is expected that a new Farm Bill will be passed in 2012. Any new programs or changes to existing Systems will need to be identified, and implemented in accordance with established process.

- 1.2.3. IMPLEMENTATION OF ADHOC LEGISLATION: There is the potential that in addition to the work related to the 2012 Farm Bill other legislation will be passed that will require implementation of new programs or require changes to existing programs.
- 1.2.4. MODERNIZATION OF AS/400 APPLICATIONS INTO WEB FARM: FSA continues to maintain several legacy applications hosted on the AS/400's distributed to Service Centers across the nation. Integration of data between AS/400 applications and web applications requires complex bridging functionality to adequately support FSA business needs. Although data is shared between the two hosting environments, there is typically a several day delay because of bridging steps. Additionally, the Farm Bill requires a national view of data, especially in support of the SURE disaster program. In compliance with the Modernize and Innovate the Delivery of Agricultural Systems (MIDAS) dual platform strategy (SAP/JAVA), projects supported by the resultant task order will continue the modernization of the farm program Systems to the web environment using Java based technologies. This is critical to support the shutdown of the AS/400 environment in 2013. These applications are listed below.
- Modernize Noninsured Crop Disaster Assistance Programs (NAP) Application for Coverage
 - Modernize NAP Application for Payment
 - Modernize NAP Unit Maintenance
 - Modernize NAP Continuous Coverage
 - Modernize NAP Approved Yields
 - Modernize NAP Notice of Loss
 - Modernize NAP Loss Adjuster
 - Enhance Crop Acreage Reporting System (CARS) to support updating of acreage reports from program year 1999 – 2010, as well as integration with GIS Systems.
 - Enhance Business File to support the shutdown of the entity file on the AS/400.
- 1.2.5. SUPPORT MODERNIZATION OF AS/400 APPLICATIONS INTO SAP: In support of FSA's MIDAS initiative, it is expected that changes will be needed to current JAVA based Systems to better integrate with SAP. Those Systems most likely to be impacted include, SCIMS, Farm Records, CARS, and Subsidiary. Additionally, as MIDAS implements Systems within SAP, these Systems will be returned to PARMO for support. At that time, PARMO will require SAP support to be provided under the resultant task order. The SAP support is not expected to be required until the second option period of the task order.
- 1.2.6. NORMAL MAINTENANCE AND ENHANCEMENTS: Support services are required for projects related to the normal maintenance and enhancement activities associated with existing web applications. This support is required to address production problems including poor performance experienced by the user community. Additionally, based on historical data, the existing web applications will require some degree of enhancement to implement new functionality or logic identified by the business sponsors. For example, FSA is currently working with IRS on a method to validate AGI information provided by producers to FSA. Initial feedback indicates this will, at a minimum, require changes to the Eligibility system.

The applications listed in the subsequent paragraphs will support e-Gov initiatives and the resolution of material weaknesses. The issuance of the resultant task order will allow FSA to proceed with the construction of the new Systems and the maintenance and enhancements to the Systems currently in production and acceptance testing.

The applications will:

- Support the FSA efforts to deliver new software applications in the web environment.
- Support a move toward customer centric Systems.

- Interface with the National Payments System and other required accounting applications, resolving material weaknesses related to reporting obligations.
- Facilitate data entry accuracy and field operations.
- Generate standardized reports.
- Allow for all necessary audit functionality and increased service and data sharing with partner agencies.

Systems include the following:

- Service Center Information Management System (SCIMS)
- National Crop Table (NCT)
- Representative Link Manager System (RLMS)
- Direct and Counter Cyclical Program (DCP) including Average Crop Revenue Election (ACRE)
- Subsidiary
- Farm Records Management System
- The Natural Disaster Relief Programs (NDRP)
- Noninsured Crop Disaster Assistance Programs (NAP)
- Crop Acreage Reporting System (CARS)
- Supplemental Revenue Assistance Payments Program (SURE)
- Common Payment Process
- Common Payment Reports
- Systematic Tracking for Optimal Risk Management (STORM)
- Emergency Assistance for Livestock, Honey Bees, and Farm-Raised Fish (ELAP)
- Applications necessary to support legislated programs or Secretarial directed programs associated with farm production or emergency measures in FSA, including Farm Bill legislation

All applications are in production with the exception of the ELAP application and the SURE application.

All applications have been constructed following the FSA Reference Architecture and using the JEE and Java development standards with the exception of the following: SCIMS, Representative Link Manager System (RLMS), and Systematic Tracking for Optimal Risk Management (STORM). Such applications are legacy applications that are non-JEE standard compliant and do not adhere to all of the applicable standards as currently implemented.

Service Center Information Management System (SCIMS) provides customer information that is rationalized across the partner agencies and available through one common repository accessible to all Service Center partner agencies. This application has been a key infrastructure piece essential to the success of initiatives such as FSA Modernization, eGovernment, and one-stop Service Centers. SCIMS provides current information to Service Center partner agencies without duplication of data gathering, storage, or maintenance efforts. Customer information is fundamental to nearly every Service Center function. SCIMS provides the principal mechanism to improve customer service by leveraging the shared information enabling the ability to identify, assess, and resolve customer needs. All three Partner Agencies (FSA, National Resources Conservation Service (NRCS), and Rural Development (RD)) enhance and broker information on Customers (producers, borrowers, owners, farmers, landowners, and organizations who develop the land or request program services from USDA). SCIMS is a .NET and JAVA application. This application also provides for bridging SCIMS customer updates back to the FSA legacy name and address file residing on the AS/400 in each Service Center. There are approximately 11-12 million customers in SCIMS.

National Crop Table (NCT) is an application that provides and manages a single repository for year specific crop information for all programs requiring price and yield data such as NAP and future disaster programs. This application provides a mechanism to recommend and approve

crop data as well as maintain a historical database for prices and yields. National, State, and County Office FSA personnel have access to the National Crop Table to view, change, and add crop records. Approved crop data is then transmitted to AS/400's in the appropriate Service Center to support the delivery of program benefits.

Representative Link Manager System (RLMS) provides functions that are used to maintain the Representation-Roles database that stores the relationship between Representative and the individual or Entity that is being represented. The system creates the structure needed for the Representative to logon to web-based applications for the client. RLMS is currently in production and is a web application used by the State and County offices. The eRepresentative shared service (EREP) is also in production; it allows other applications to validate a representative's access to client information.

Direct and Counter Cyclical Program (DCP) The signup portion of DCP was implemented in 2004. In October of 2009 the payment system along with Average Crop Revenue Election (ACRE) was deployed into production. DCP issues approximately 2.5 payments into the National Payment System early in October for approximately 4.5 billion dollars. The timeliness of these payments in early October is mandated via the Farm Bill.

Subsidiary is a collection of Systems that capture and maintain additional information about producers. Eligibility was the first of several Subsidiary processes to be migrated to the Web Farm. It provides basic information for FSA customers that is critical in determining whether a producer is eligible for program benefits. The Combined Producers system manages producers that are combined together as one entity such as a husband and wife ownership or when a single producer has controlling interest. The Payment Limitation system tracks the maximum payment amount per person per FSA program. Fiduciary records relationship information such as Power of Attorney, Guardianship, Conservatorship, and Spousal Signing Authority. Business File records the Farm Operating Plan and COC Determination information.

Farm Records Management System was implemented in June, 2006. This application provides support for farm, tract, producer, and crop information that is essential to the operation of the majority of FSA's business processes. There are two main functions supported by this application; Farm Records Management and Reconstitutions.

The Natural Disaster Relief Programs (NDRP) were implemented to automate the provisioning of financial assistance to producers for various natural disasters. The program's software is developed on an as-needed basis to support bills passed by Congress, programs declared by the President or designated by the Secretary of Agriculture as a result of natural disasters. NDRP is comprised of the following subordinate applications: 2008 Livestock Indemnity Program (LIP), 2008 Tree Assistance Program (TAP), 2008 Livestock Forage Program (LFP),.

Noninsured Crop Disaster Assistance Program (NAP) provides financial assistance to producers of noninsurable crops when low yields, loss of inventory, or prevented planting due to natural disasters as authorized by the Food, Conservation, and energy Act of 2008. Software development is needed to capture the crop and producer eligibility rules for the calculation of NAP Payments. Crops must be noninsurable and commercially-produced agricultural commodity for which the catastrophic risk protection level of crop insurance is not available. Producers who share in the risk of producing the crops must apply for coverage of noninsurable crops and pay the applicable service fee per the crop.

Crop Acreage Reporting System (CARS) is used to record, process, and maintain producer crop acreage reports, producer shares, acreage compliance, and related compliance reports. For each planted crop, crop characteristics; practice; planted, failed and prevented planted acreage; and producer share data is recorded and maintained. The application checks program compliance and accuracy of reported acreage. Summarized acres are provided to other automated applications to update farm crop records and for use by the Conservation Reserve

Program, the Direct and Counter Cyclical Program, the Noninsured Assistance Program, Marketing Assistance Loans, and Loan Deficiency Payment programs.

Supplemental Revenue Assistance Payments Program (SURE) are Crop disaster assistance payments that will be provided to eligible producers on farms in disaster counties that have incurred crop production losses or crop quality losses, or both, during the crop year.

Common Payment Process uses a Common Payments Framework to provide consistency, support and maintenance for Farm Programs. The common payment process reduces the amount of code that each program needs to write and maintain the application. It allows the usage of the Common Payment Reports to minimize the application coding for reports. Additionally a Common Payment System has also been developed that will allow for quick payment of programs where a payment amount can be manually calculated.

Common Payment Reports is the process that provides reporting capabilities about the Common Payment Processes.

Systematic Tracking for Optimal Risk Management (STORM) tracks natural disaster incidents and the associated losses. The data collected is used by all Service Center Agencies, as well as the USDA Secretary and other Federal Departments and Agencies, in applicable program applications.

Emergency Assistance for Livestock, Honey Bees, and Farm-Raised Fish (ELAP) are software applications to support signup and payments. ELAP is a single program with two components: Livestock; and Honey Bees and Farm-Raised Fish.

1.3. Scope.

The primary scope of this contract is to provide technical support services for the requirements determination, analysis, design, construction, integration testing, deployment, maintenance, and production support of the Production Adjustment Risk Management Office Systems primarily on the FSA chosen JEE Server to support existing and new FSA administered Production Adjustment Risk Management Office programs.

Benefits include:

- Delivery of Mission Critical Farm Programs.
- Satisfaction of e-Government requirements.
- On-going support for the Service Center Modernization Initiative.
- Improve application stability in the Web Farm and move applications to new and emerging technologies.
- Provide for delivery of new Farm Bill applications.
- More efficient program delivery, eliminating trips by the producer to the local Service Center.
- Modify business rules to meet current program needs.
- Improve data quality.
- Reduce Technical Service costs associated with administering the program.

Current challenges include:

- Providing scalability necessary to meet the increasing demands from ongoing Modernization efforts, including requirements identified by FSA, NRCS, and RD.
- Reconciling competing needs and priorities to support requirements from the Service Center agencies.
- Maintaining Farm Program delivery dates for Mission Critical Farm Programs.
- Managing the differences in the development of applications such as languages, standards, FSA Reference Architecture and frameworks. Applications are hosted on the Web Farm

located in Kansas City. The applications use SQL Server 2005, Oracle, or DB2 databases as repositories for data.

- Number of business partners contributing to the design and development of Production Adjustment Risk Management Office Systems.
- Data collections and data verification requirements for new databases.

The Contractor shall provide technical support as needed for audits, security requirements, special reporting requests (including those required by Section 1609 and Federal Funding Accountability & Transparency Act), as well as other oversight activities (including OMB A-123 requirements)

1.4. Constraints and Minimum Requirements.

The contractor shall use and comply with the FSA Software Development Life Cycle (SDLC) software development methodology, as supplemented by the PARMO. The SDLC defines system development activities and documents deliverables and artifacts that shall be performed throughout the phases of the project. All Contractor performance shall ensure that:

- The Systems shall enforce security to meet and comply with FSA's implementation of the Federal Information Security Act (FISMA) standards.
- The Systems shall be constructed in a way that it is secure from both of the following lists: The top 10 Security Threats defined by the Open Web Application Security Project (OWASP) list and the SANS/MITRE Common Weakness Enumeration (CWE) Top 25 list.
- The Systems shall be constructed and packaged using FSA standard tools for automated builds. This build process shall produce a quality report that contains automated integration tests and unit tests that cover at least 80% of the code unless specified differently in the Work Definition Form or approved by the Contracting Officer's Technical Representative (COTR).
- The Systems shall not compromise the security of external interfacing Systems at FSA.
- Systems and applications shall adhere to Section 508 Guidelines.
- Systems and applications shall adhere to the PARMO Software Quality Standards supplement.
- The Systems shall be implemented without significant disruption of operations.
- The technical solution of tasks shall be generated by Work Definition Forms that are reviewed, negotiated and signed by the PARMO COTR and the Contractor Program Manager.
- New application development projects shall comply with SDLC guidelines
- Screen mockups and system design documents shall be used to help clarify requirements and gain consensus from assigned PARMO, PECD and TCO staff.
- Service Level Agreements shall be defined for new Web applications prior to development.

1.5. Applicable Regulations and Documents. The following documents (versions current at time of award) are incorporated with the same force and effect as if provided in full text. Succeeding revisions may be substituted or incorporated as required. The Government will provide access to available documents and technical information as required and upon contractor request for the performance of this task order.

- FSA Information Bulletins documents.
- Departmental Information Processing Standards (DIPS), manuals, circulars, and user requirements.
- FSA SDLC documentation, to include supplements.
- Production Adjustment Risk Management Office Implementation Standards Guide.
- Production Adjustment Risk Management Office Software Quality Standards.
- United States Department of Agriculture Office of Procurement and Property Management AGAR Advisory No. 81, Revision.
- Other policy, procedural, or technical documentation as the government may deem necessary in order to conduct work under this contract.

2. **TASK REQUIREMENTS.** The Contractor shall provide support for the tasks described in the subsequent paragraphs. The Government representative(s) will provide project-specific tasks assigned through individual work definition form (WDFs) (**PWS Attachment A**).
- 2.1. **Kickoff Meeting.** Within five days of the period of performance start date, the Contractor shall initiate work on this task order by meeting with key client agency representatives to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the client. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the Contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverable specifications and due dates.
- 2.2. **Project Management.** The contractor shall provide project management resources to manage and execute work definition forms as defined. The contractor shall use project plans as well as standard project management techniques to minimize project delays, and ensure project delivery. The contractor resources shall handle multiple concurrent projects within a highly dynamic environment.
- 2.3. **Project Plan.** The contractor shall create and maintain a project plan for each project defined by a Work Definition Form with work breakdown structures, project resource assignments, resource hours, projected task completion dates for each resource assigned, overall completion date of each project, and project assumptions. The contractor shall provide an updated project plan two days after the analysis phase is complete or within mutually agreeable time parameters detailing the completion dates for the remainder of the project. The project plan shall be updated weekly or as requested showing progress and task completion. Specific project plan updates shall be provided within mutual agreeable time parameters. All project plans shall be maintained on FSA's Microsoft Project Server.
- 2.4. **Requirements Definition Support.** The contractor shall participate in teleconferences and meetings with PARMO and FSA Information Technology (IT) personnel, PECD personnel, NRCS Information Technology and Business personnel, and other agency personnel as needed, in order to clarify requirements, present walkthroughs, and other meetings as required to define requirements. Requirements shall be documented and provided to the COTR. An Issue Log related to the Requirements Definitions shall be prepared via the Government provided template and documented and maintained in either Microsoft Word or Microsoft Excel.
- 2.5. **Requirements Analysis.** The contractor shall analyze and produce for sign-off by business sponsors, a System Design document for all Production Adjustment Risk Management Requirements, functional and non-functional. As required, other documentation shall be developed to adhere to the FSA SDLC.
- 2.6. **Risk Assessment.** The contractor shall conduct a risk assessment of tasks specified by the government to identify risks associated with the analysis, construction, and deployment of the application. Included in the risk assessment shall be strategies for mitigating or avoiding risks and contingency plans for handling risk situations.
- 2.7. **Application Architecture Engagement.** The Contractor shall provide JEE architecture support to work with PARMO architects and leads, as well as the FSA Architecture Office to ensure consistency of design and implementation across projects. These resources shall lead/participate in evaluation of new technologies and approaches to be used within PARMO.

They will be accountable for maintainability, performance, and scalability of Systems they are assigned via work definition forms.

2.8. System Design.

The contractor shall design and document all Systems, user interface, communications, business requirements, shared web services, and security requirements using the mandates of SDLC, the Reference Architecture, and the Common Application Framework in the stated order of precedence. The contractor shall work with the FSA Database Management Office data modelers and database administrators to design database schemas. The contractor shall will provide a system design document for each delivered system unless specified in work definition form.

The contractor shall provide a high-level, overview presentation of the application system structure, project plan, screen designs, report formats, user interface scripts process logic, data structure, and data flow as identified in the system life cycle methodology for software.

The contractor shall provide detail-level presentation of the application system structure, project plan, screen designs, report formats, user interface scripts, physical storage requirements, process logic, physical data model, data structure, and data flow as identified in the system life cycle methodology for software to government technical personnel for review and approval.

2.9. Web Based Software Construction.

All construction for new applications and modifications made to existing applications shall be accomplished following FSA standards. The contractor shall be responsible for all work products identified in the SDLC, including Use Case Diagrams and the development of use cases. The contractor shall write or modify all programs using Java object oriented programming techniques or industry appropriate Microsoft technologies. The contractor shall deliver all required SDLC artifacts and conduct quality reviews, code reviews, performance reviews and shall ensure code is designed and modified in compliance with FSA/PARMO performance standards as outline in the PARMO Software Quality Guidelines.

All User Interfaces shall be constructed to comply with FSA standards and supplemented by PARMO standards.

Any deviations from the Reference Architecture, Common Application Framework, or the PARMO standards shall have an approved waiver before being implemented. The contractor shall develop and submit documentation and support the waiver approval process as required.

The Contractor shall implement the automated build processes for Enterprise Archive files and for automated testing. The contractor shall support other automation technologies such as automated deployments into JEE Server environment. The Contractor shall:

- Develop, document, and use automated builds to remove the potential for human error.
- Comply with and document Source Code Management processes to ensure repeatability of builds.
- Include the use of automated testing framework to increase Quality of Applications.
- Use Quality Reports, providing transparency of an application's condition to development leads and management.
- Develop, document, and deliver software using the automated testing process and technologies.

All code shall conform to FSA standards, Information Bulletins, and the PARMO Implementation Standards. If there is a Java coding area or situation that is not addressed in the FSA Standards or Information Bulletins, then the contractor shall follow Sun Microsystems, Inc. standards for

Java development and follow an approved industry J2EE pattern. Questions concerning the interpretation of the identified standards shall be documented and submitted to the COTR. The COTR will obtain a clarification from the PMO. The contractor shall inform the COTR of any unanticipated project requirements that would facilitate introduction of this new technology in USDA Service Centers. The contractor shall not implement any changes without prior approval of the CO and COTR that might impact scheduled deliveries or project cost.

2.10. Unit, Integration, and System Testing.

The contractor shall be responsible for unit, integration, and system testing of all new applications and/or changes or enhancements made to the applications. The contractor shall also be responsible for constructing real world testing scenarios. Test results shall be reviewed by the contractor to determine and confirm that all requirements have been satisfied and that no changes have been inadvertently made to existing functionality.

The Contractor shall NOT transfer any code, test scenarios, test results, etc. to acceptance testing until after PARMO has reviewed the system or process and the COTR has authorized the move to acceptance testing.

The Contractor shall implement automated testing process and technologies in compliance with FSA standards while constructing the application.

The contractor shall:

- Perform and document automated testing to remove the potential for human error.
- Formalize and document Source Code Management processes to ensure repeatability of functional tests.
- Utilize the automated testing framework to increase Quality of Applications.
- Use Quality Reports, providing transparency of an application's condition to development leads and management.
- Develop, document, and deliver software using the automated testing process and technologies.
- Utilize manual testing in support of automated testing to ensure quality of software to minimize defects delivered to TCO.

The contractor shall participate in and support other Government test activities, as required by the COTR. The contractor shall support beta test activities, as required by the COTR, and shall assist and provide advice and guidance on problem resolution.

2.11. Acceptance Testing. The Contractor shall provide support required for certification of the application by the TCO. The contractor shall research and resolve all defects identified during the certification process to the satisfaction of TCO.

2.12. Stress Testing. The Contractor shall provide technical support required for certification of the stress testing of the application by the stress lab.

2.13. Deployment.

The contractor shall provide support through completion of the Deployment Phase activities. The contractor shall prepare documentation, etc., with sufficient instructions, including the information required to configure the server and to understand and troubleshoot the installation requirements.

The contractor shall detail steps required to deploy an application in any environment. . The contractor shall build and version a new Enterprise Archive (EAR) file for each move of the software whether it is to the development server or Acceptance Testing server. Procedures for

moving the application to the development server or acceptance testing server will be provided by FSA.

2.14. Production and Maintenance Support.

The Contractor shall provide support to resolve production problems identified during the routine operation of the applications. These may include the need to address performance related incidents. The contractor shall be responsible for the research and resolution of problems identified as a result of production processing of the applications. These problems may include improperly functioning code and/or incorrectly implemented requirements. The contractor shall provide support to accomplish required fixes, changes, modifications, and enhancements to software and applications as required.

2.15. SAP Based Production and Maintenance Support.

The Contractor shall provide support to resolve production problems identified during the routine operation of the applications, developed under the MIDAS effort. These may include the need to address performance related incidents. The contractor shall be responsible for the research and resolution of problems identified as a result of production processing of the applications. These problems may include improperly functioning code and/or incorrectly implemented requirements. The contractor shall provide support to accomplish required fixes, changes, modifications, and enhancements to SAP based software and applications as required.

2.16. Personal Identification Information (PII) Security Requirements.

The Systems shall be constructed to ensure compliance with the following lists: The top 10 Security Threats defined by the Open Web Application Security Project (OWASP) list and the SANS/MITRE Common Weakness Enumeration (CWE) Top 25 list. The contractor shall immediately notify the Government, in writing, of all potential, and actual, breaches in security.

All Personal Identification Information (PII) data, to include Social Security Numbers (SSNs) and Taxpayer Identification Numbers (TINs), shall not be exposed, released, disclosed or in any way compromised, intentionally or unintentionally, that may result in potential unauthorized access to PII information. In the event of a security breach in a production environment as the result of the introduction of a security vulnerability by the contractor as defined in the lists identified in the previous paragraph, the contractor shall be liable for the cost of mailing producer notifications and providing one (1) year of credit and fraud monitoring for each impacted producer.

2.17. Application Certification & Accreditation.

The Contractor shall develop, document, update, and maintain all Certification & Accreditation documentation as required by the COTR. The contractor shall support and participate in all C&A processes and reviews, as required by the COTR.

2.18. Application Disaster Recovery.

The Work Definition Form may identify requirements for contractor support of agency Application Disaster Recovery processes. The contractor may be required to develop, document, update, and maintain Disaster Recovery documentation as required by the COTR. The contractor may be required to support and participate in Disaster Recovery exercises and reviews, as required by the COTR.

2.19. Communication/Documentation.

2.19.1. General Communication. Regular and direct contractor interface with the COTR is mandatory under this task order. The contractor shall not contact nor take direction from

unauthorized FSA employees, under any circumstances. The contractor shall work with other Government personnel as designated by the COTR in review of specified requests and implementation of the specified task assignment request. When technical interchange meetings are scheduled, any actions resulting from such meetings that affect the task order/Work Definition Form level or scope of work, or administrative issues (including work schedules and/or resources) shall be documented and reported to the COTR and/or the Contracting Officer (CO) as appropriate, for approval before being implemented by the contractor. The contractor shall direct all written or oral communications, throughout the project Life cycle, to the CO and the COTR.

2.19.2. Weekly Report. The contractor shall prepare and submit a weekly status report on the last scheduled work day of each week, and the report shall include, but not be limited to, the information listed below. The required format for the weekly status report is Microsoft Word or other formats as identified and developed after task order award.

- Employee responsible for the task.
- Status of projects and tasks (any on hold, completed during the period and percentage of total hours for completion for tasks in progress).
- Work planned for the next week.
- Document any problems that were encountered and their solutions/impact on schedule.
- Other information needed to make decisions on the project.

2.19.3. Documentation. The contractor shall create and maintain system manuals, as directed, to document the PARMO Program Processes, present walkthroughs as directed by the COTR, and direct all written or oral communications to the COTR.

2.20. Knowledge Transfer.

The contractor shall perform a technology knowledge transfer (Mentoring) to Government Personnel of the application(s) and system(s) the contractors develop and/or modify in sufficient detail to enable Government personnel to maintain the system. As required, the Contractor shall provide ongoing communication and skills transfer to lesser experienced Government personnel when providing the various levels of support described above using methodologies, development and utility tools that include, but are not limited to, those listed below.

- Object Oriented Analysis and Design
- Agile and Test Driven Development
- Eclipse
- JBoss
- Spring
- Struts
- Maven
- Microsoft SQL 2005 Enterprise Server
- Oracle
- DB2
- Microsoft Internet Explorer Browser versions 4.0 and later
- SOAP Technologies
- XML
- Java (J2EE)
- Jasper Reports & iText
- JEE Application Performance

2.21. Specific Experience and Expertise.

The contractor's quote shall include the resumes of the proposed key staffing, documenting personnel expertise and experience available to support this requirement. Documented expertise and experience and the ability to demonstrate knowledge/skills/abilities with the items (i.e. technologies, organizations, systems, processes, etc.) listed below is highly desirable for the contractor staffing proposed to complete the task activities.

While each individual contractor employee may not possess expertise and experience in each area identified in the subsequent paragraphs, the Government requires that the overall contractor staff possess the aggregate skills, expertise, and experience in each of the areas identified to successfully complete all task requirements.

All contractor personnel shall be capable of working independently. The contractor shall adapt to changing technologies and standards leveraged by FSA/PARMO over the course of the contract.

2.21.1. General expertise and experience.

- Working knowledge of agile and test driven methods such as Scrum.
- Working knowledge in supporting large mission critical, multi-platform systems and providing responsive, time-critical customer support and production problem resolution.
- Working knowledge of the designing, developing and deploying robust J2EE[tm] compliant enterprise web application and shared services in a Service Oriented Architecture (SOA) environment.
- Working knowledge of the software engineering approach, based on object-oriented methodology, design patterns, and layered application architecture.
- Working knowledge of J2EE performance issues and performance testing.
- Working knowledge of web application vulnerabilities and remediations.
- Working Knowledge of Automated builds and testing (JUnit, Maven, Hudson, etc).
- Working knowledge of Graphical User Interface (GUI) development and accessibility (Section 508) standards and techniques.
- Working knowledge of database products including SQL Servers and Oracle DB2.
- Working knowledge of Eclipse and JBoss.
- Working knowledge of Use case diagrams, sequence diagrams, and UML techniques.
- Working knowledge of design and coding walkthroughs.
- Working knowledge of data modeling techniques.
- Working knowledge of Transaction Management Principles to ensure data integrity
- Working knowledge of relationship between Database design and application performance
- Working knowledge of MQSeries software messaging and JMS.
- Use of standard PC workstation tools.

2.21.2. Specific Architectures requirements.

- Senior Architect(s) assigned to support the resultant task order shall be Sun Certified Enterprise Architects (posses the SCEA certification). This certification shall be from a nationally known organization determined to be acceptable by the Government. The Contractor shall provide the date the certification was awarded and the date the certification expires. If a certification is from an organization that may not be nationally recognized, the contractor shall provide, for government review, the requirements which were mandated for award of the certification. Based on the government's review, the government will either accept or reject the requirements mandated for the certification. If rejected, the contractor shall provide replacement Certified IT Architects and the certifications described above. The government will also accept well documented experience in lieu of Certification(s). If the proposed candidate resume does not document adequate experience at an acceptable level, a

certification will be required. If the government does accept experience in lieu of Certification it will be required that the resource will complete the Sun Certified Enterprise Architect Certification within 120 days. A grace period of 120 days after task order award will be allowed for Architects to present certification credentials.

2.21.3. Specific Development requirements.

- The contractor shall have at least one GSSP - Java certified developer on staff at all times.
- The contractor shall ensure that all staff members contributing software code to the final software system are familiar, and comply with the security vulnerabilities identified in the OWASP top 10, SANS/MITRE CWE top 25 lists, and how to avoid exposing these vulnerabilities in the software code that they produce.
- A minimum of 75% of the contractor staffing proposed to support the development requirements shall be Sun Certified Java Programmers (possess the SCJP certification). This certification shall be from a nationally known organization determined to be acceptable by the Government. The contractor shall provide the date the certification was awarded and the date the certification expires. If the certification is from an organization that may not be nationally recognized, the contractor shall provide, for government review, the requirements which were mandated for award of the certification. Based on the government's review, the government will either accept or reject the requirements mandated for the certification. If rejected, the contractor shall provide replacement Certified Java Developers and the certifications described above. A grace period of 60 days after task order award will be allowed to comply with the certification requirements.

2.21.3.1. Advanced Business Application Programming (ABAP) Developer, Configuration Expert, and Tester. In a separate project, USDA FSA is embarking on a modernization effort (MIDAS) that will have an impact on existing PARMO Systems and applications. This modernization will utilize SAP/JAVA and may require revisions and enhancements that will require the skills and knowledge identified below.

Experience: 1 to 5 years experience with ABAP programming and SAP Technical customizations. Experience shall include the following:

- Technical design, development, testing, implementation, support and documentation of development objects within a SAP Enterprise Central Component (ECC) and Customer Relationship Management (CRM) environment.
- Experience working in a Solution Manager environment.
- Experience writing reports, Batch Data Communication (BDC) recordings, Web Interaction Center (WebIC) Business Server Pages (BSP), interfaces, forms, Adobe forms, SAP Scripts, Smart Forms, data dictionary objects, enhancements, and ABAP objects.
- Knowledge of CRM Middleware, Business Document (BDOCS), and External List Management (ELM) and ABAP objects.
- Experience with Enterprise Portal, Web Dynpro, and Web Services

Education:

- Bachelor's degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.
- SAP Certification in ABAP desired.
- ITIL Foundation Certification for either ITIL v.2 or v.3.

2.21.4. Specific Program Management requirements.

- The Program/Project Manager(s) shall provide on-site support and shall be Project Management Institute (PMI) certified. The Contractor shall provide the date the certification was awarded and the date the certification expires.

3. QUALITY. Both the contractor and Government have responsibilities for providing and ensuring quality services, respectively.

3.1. Quality Control. The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified in accordance with the applicable Inspection of Services Clause. The Contracting Officer (CO) will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications (at no additional costs to the government) and obtain acceptance of the plan by the CO. The Government has the right to require revisions of the QCP (at no cost to the Government) should the incorporated plan fail to control the quality of the services provided at any time during the contract performance. The plan shall include, but is not limited to the following:

- A description of the inspection system covering all services listed.
- The specification of inspection frequency.
- The title of the individual(s) who shall perform the inspection and their organizational placement.
- A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.

On-site records of all inspections conducted by the Contractor are required. The format of the inspection record shall include, but is not limited to, the following:

- Date, time, and location of the inspection.
- A signature block for the person who performed the inspection.
- Rating of acceptable or unacceptable.
- Area designated for deficiencies noted and corrective action taken.
- Total number of inspections.

3.2. Quality Assurance. The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP) and the Service Delivery Summary (SDS). The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformity with performance and technical requirements. Government quality assurance will be conducted on behalf of the CO. The Contracting Officer Technical Representative (COTR) will be appointed to coordinate the overall quality assurance of technical compliance.

4. DELIVERABLES. Deliverables and due dates are identified in subsequent paragraphs.

4.1. Contractor Submission. Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically through GSA's web-based procurement system, Information Technology Solutions Shop (ITSS), and to any other destination(s) as required per the Government's request. The contractor shall provide hard copy deliverables as required per the Government's request. All deliverables shall be produced using recommended software tools/versions as approved by the Government. All reports shall be accomplished utilizing the MS Office Software Suite to include MS Project as required.

4.2. Government Review. Government personnel will have 10 workdays to review deliverables (to include resubmissions) and provide written acceptance/rejection. The client

representatives/COTR will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments, or provide rationale for not doing so within 5 days of receipt of comments. Government acceptance of the final deliverable will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.

- 4.3. **Deliverable and Data Rights.** All test materials, documents, notes, records, software tools acquired, and/or software modified or produced by the contractor under this PWS shall become the property of the U.S. Government, which shall have unlimited rights to all materials and determine the scope of publication and distribution. The contractor shall be required to deliver electronic copies of all documents, notes, records and software to the Government quarterly and upon termination of the contract services or expiration of the contract period.
- 4.4. **Monthly Invoice.** The contractor shall provide a monthly invoice to be submitted simultaneously with the monthly status report. The invoice shall include but not be limited to:
 - Labor hours expended. The labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended.
 - Timecards. The contractor shall provide a copy of each employee's timecard/sheet. The timesheet shall identify the contractor employee name and number of hours claimed per day.
 - Travel costs.
 - Supporting documentation for travel costs. Invoices including travel costs shall include supporting documentation as required by the Federal Travel Regulation (FTR) (receipts for all costs \$75.00 or greater). Invoice submissions including travel costs shall include completed travel expense sheets for each trip for each employee.
 - The contractor shall comply with line item (i.e., per individual positions, different programs, program areas, modernization efforts, farm bills, etc.) billing requests.
- 4.5. **Monthly Status Report.** The monthly status report shall include, but not be limited to, the following: status of work definition forms, schedules, deliverables, current and cumulative task funding status (direct labor and travel funding status to be reported separately as required), outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues. Status of work definition forms shall include a summary description and schedule of all work definition forms completed during the reporting period, all work definition forms currently on-going during the reporting period and all known work definition forms assigned for future reporting periods. The monthly invoice shall be submitted simultaneously with the monthly status report.
- 4.6. **Deliverable Matrix.** As applicable, the delivery dates shall be based on the approved work definition forms and approved project plans as updated after the completion of the analysis phase for each project. If a delivery date falls on a Federal holiday or Saturday or Sunday, the deliverable due date shall be the next scheduled federal workday. The deliverable due time shall be on or before COB (1700) the day the deliverable is due unless otherwise stated within this PWS.

Deliverable	Description	Due Date
1	Kickoff Meeting Briefing.	No later than (NLT) five days of the period of performance start date.
2	Weekly Status Report including issues log.	The last scheduled work day of each week.
3	Project Plan and updated Schedules.	To be identified in the WDF. The project plans shall be updated on the last scheduled work day of each week.
4	Requirements Analysis work products.	To be identified in the WDF.
5	Requirements Definition work products.	To be identified in the WDF.

6	System Design work products.	To be identified in the WDF.
7	System Construction work products.	To be identified in the WDF.
8	Test Plan.	To be identified in the WDF.
9	Test scenarios walk thru and final software deliverable.	To be identified in the WDF.
10	Automated Testing and Quality Reports.	To be identified in the WDF.
11	Acceptance and beta testing support.	To be identified in the WDF.
12	SDLC work products.	To be identified in the WDF.
13	Disaster Recovery Plan and Related Documents/Security Plan Updates.	To be identified in the WDF.
14	Presentation Materials.	One week after request or as identified in the WDF.
15	System walk thru for GUI screen/web page interface.	To be identified in the WDF.
16	Users guide.	To be identified in the WDF. After Government acceptance, the documentation shall be updated monthly to accurately reflect the changes. The updated documentation shall be available for Government review at all times.
17	System specification documentation/Operations guide.	To be identified in the WDF. After Government acceptance, the documentation shall be updated no later than 7 calendar days after a change.
18	Project debriefing and walk thru.	To be identified in the WDF.
19	Quality Control Plan	Draft submission due 10 days after task order award. The final QCP shall be furnished for acceptance no later than 15 days after receipt of Government comments.
20	Monthly Invoice	The 21st calendar day of the month following the reporting period.
21	Monthly Status Report	The 21st calendar day of the month following the reporting period.
22	Transition Plan.	Submission due concurrent with contractor quote. If requested, an updated transition plan shall be submitted no later than 7 calendar days after task order award.

4.7. Other Reporting Requirements. In addition to the deliverable requirements identified above, the contractor shall comply with the following:

- The contractor shall bring problems or potential problems affecting performance to the attention of the COTR as soon as possible. Verbal reports shall be followed up with written reports, when directed by the COTR, within 24 hours.
- The contractor shall provide, in writing to the COTR, the results of all meetings with the client that affect and/or change conditions or result in additional agreements or requirements. The contractor shall not perform any work outside the scope or requirements of this PWS and resultant order without express written approval of the CO.

5. PERFORMANCE.

5.1. Work is to be accomplished through the General Services Administration (GSA), Federal Acquisition Service (FAS), Great Lakes Region, through its contract with the selected contractor. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced contract, this document, the approved technical and cost quotes, and all amendments. The client's

representative, GSA's representatives, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the GSA representatives, and the contractor's representative may meet at the place determined by the client representative and GSA representatives.

- 5.2. Period of Performance. The base period of performance will be 01 Dec 10 through 30 Nov 11. The contractor's quote shall also include four successive, one year option periods based on a calendar year, which may be exercised based upon the Government's continuing need, past performance and fund availability.
- 5.3. Place of Performance. The primary place of performance shall be in Government facilities at the 6501 Beacon Drive, Kansas City, MO or Bannister Federal Complex, Kansas City, MO. The contractor may perform task related activities at contractor facilities within the local area when required and authorized by the Government. Reimbursement for local travel is not authorized.
 - 5.3.1. Travel. The contractor shall also perform travel between the primary places of performance and non-local facilities as required during the performance period of this task order. The COTR shall approve all non-local travel prior to costs being incurred via ITSS. Travel requests, to include projected costs, shall be submitted in ITSS to enable COTR approval no later than five workdays prior to travel. Travel will be handled, to include the reimbursement of expenses, in accordance with the terms and conditions of the contract and the Federal Travel Regulation guidance. All non-local travel arrangements will be the responsibility of the contractor including, but not limited to, airline, hotel, and rental car reservations. The contractor should make all efforts to schedule travel far enough in advance to take advantage of reduced airfares. The contractor shall stay in Government furnished lodging as available. The contractor shall include a \$0.00 travel allowance (subject to modification) in the cost quote. Project specific travel requirements will be authorized by use of the respective work definition forms.
- 5.4. Hours of Work. On-site contractor support shall be available during customer agency normal operating (0700 - 1700) hours. Work shall generally consist of 40-hour workweeks, Monday through Friday, excluding federal holidays. The contractor personnel shall observe all Federal holidays. The contractor shall provide for non-standard duty hours support on an as required basis. Non-standard duty hours or additional hours or times for work to be performed shall be coordinated with the COTR. The additional hours shall be managed in accordance with the funds available and the burn rate for all labor hours shall be monitored.
 - 5.4.1. Contingency ("on-call") Support. The contractor shall provide 24x7 on-call contingency support. On-call contingency support shall be coordinated with the authorized local Government point of contact and the contractor's designated on-call support point of contact. On-call contingency support shall be provided within one hour of notification to the contractor's designated individual. The contractor shall assess the cause, determine the scope of the problem, advise the appropriate Government organization, identify and implement action for problem resolution, and provide an estimated restoration time. The contractor shall provide a single point of contact for all on-call contingency support.
- 5.5. Personnel.
 - 5.5.1. Retention. The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If it should become necessary to substitute or replace key personnel, the Contractor shall immediately notify the COTR in writing of any potential vacancies and shall submit the resume(s) of replacement key personnel within 14 calendar days of the notification. The Contractor shall submit the resume(s) of all potential key personnel selected to perform under this contract to the COTR through

ITSS for Government review and acceptance/rejection. Upon Government acceptance of a key personnel resume(s), the candidate shall be available to begin performance within 14 calendar days. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

5.6. Estimated Staffing Level – Base Requirements. The Government estimates that the base period plus four option periods will involve an approximate level-of-effort delineated below in terms of Full-Time-Equivalent (FTE) positions for the base requirements. The total annual number of labor hours for each FTE position shall be 1,920. NOTE: The number of FTE positions identified in the table does NOT include any potential or anticipated optional growth support. The number of FTE positions is strictly for the base requirements. Such optional growth support is addressed via a separate paragraph.

This estimate is being provided to offerors to be used as a “guide” designed to assist in developing the staffing plan and subsequent cost quote. Offerors may reflect a different number of personnel and a different number of labor hours from those provided in this planning estimate. The planning estimate is not intended to limit any offeror’s ability to submit alternative solutions to accomplish task requirements. However, if an offeror quote differs significantly from the planning estimate; then, the offeror is instructed to provide a detailed description to explain the rationale for the deviation. Failure to provide a detailed explanation of any significant variations, will impact the Government’s evaluation of the offeror’s solution.

Base Period	# of FTE
Program/Project Manager	7
Sr. IT Architect	5
Sr. IT Specialist	44
IT Specialist	24
Jr. IT Specialist	12
Total	92

Option Period #1	# of FTE
Program/Project Manager	6
Sr. IT Architect	5
Sr. IT Specialist	37
IT Specialist	19
Jr. IT Specialist	5
Total	72

Option Period #2	# of FTE
Program/Project Manager	6
Sr. IT Architect	5
Sr. IT Specialist	35
IT Specialist	18
Jr. IT Specialist	5
Total	69

Option Period #3	# of FTE
Program/Project Manager	6
Sr. IT Architect	5
Sr. IT Specialist	34

IT Specialist	16
Jr. IT Specialist	5
Total	66

Option Period #4	# of FTE
Program/Project Manager	5
Sr. IT Architect	5
Sr. IT Specialist	33
IT Specialist	16
Jr. IT Specialist	5
Total	64

- 5.6.1. Optional Growth Support. It is anticipated that the workload will fluctuate based on fluid schedule requirements; therefore, the contractor shall include provisions for optional growth support throughout the task order life cycle. The actual time frame for the optional growth support implementation will be dependent upon actual scheduling requirements. Tasks to be supported by the optional growth support include, but are not limited to, the following: changes to existing Systems to support MIDAS; 2012 Farm Bill requirements; ad hoc legislative requirements; and supplemental disaster program requirements.

The contractor shall include a lump sum labor allotment for optional growth support that is equivalent to 45% of the cost for the base requirements for the base period. The allotment for each subsequent option period shall be 45% of the total cost for the preceding period of performance. The allotment will be available to support the expenditure of labor hours under all labor categories that are included in the base requirements cost quote for the respective period at the same labor rate. If the contractor determines that additional labor categories are required to provide such optional growth support, the labor categories shall be included within the base requirements cost quote with an established hourly rate and zero labor hours. The table below represents **an example** of the optional growth support utilization. The table in the example reflects the costs for the base period of performance costs and the option periods.

The total base requirement cost quote is \$576,000. The optional growth support is 45% of the base requirement cost, equating to \$259,200 and resulting in a ceiling cost of \$835,200. The contractor anticipated the use of additional labor categories for the optional growth support; thus, the additional labor categories and the hourly rates were included in the base requirement cost quote; however, no hours were included in the base requirement cost quote. If the Government were to exercise and fund the optional growth support, the utilization of all labor categories included in the base requirement cost quote (total of five labor categories) at the hourly labor rates identified in the base requirement cost quote could be authorized. The optional growth support for option period #1 would be 45% of the total base period costs, the previous period, resulting in \$375,840 (\$835,200 multiplied by 45%).

Base Year					
Category	Hours	Hourly Rate	Resources	Total Hours	Totals
Program/Project Manager	1,920	\$100.00	1	1,920	\$192,000.00
Enterprise Architect	1,920	\$100.00	1	1,920	\$192,000.00
Senior Application Developer	1,920	\$100.00	1	1,920	\$192,000.00
Master Application Developer	1,920	\$125.00	0	0	\$0.00
Subject Matter Expert	1,920	\$125.00	0	0	\$0.00
Subtotal:			3	5,760	\$576,000.00

Optional Support Growth					\$259,200.00
Totals:				5,760	\$835,200.00
Option Year - 1					
Category	Hours	Rate Per Hour	Resources	Total Hours	Totals
Program/Project Manager	1,920	\$103.00	1	1,920	\$197,760.00
Enterprise Architect	1,920	\$103.00	1	1,920	\$197,760.00
Senior Application Developer	1,920	\$103.00	1	1,920	\$197,760.00
Master Application Developer	1,920	\$128.75	0	0	\$0.00
Subject Matter Expert	1,920	\$128.75	0	0	\$0.00
Subtotal:			3	5,760	\$593,280.00
Optional Support Growth					\$375,840.00
Totals:				5,760	\$969,120.00
Option Year - 2					
Category	Hours	Rate Per Hour	Resources	Total Hours	Totals
Program/Project Manager	1,920	\$106.09	1	1,920	\$203,692.80
Enterprise Architect	1,920	\$106.09	1	1,920	\$203,692.80
Senior Application Developer	1,920	\$106.09	1	1,920	\$203,692.80
Master Application Developer	1,920	\$132.61	0	0	\$0.00
Subject Matter Expert	1,920	\$132.61	0	0	\$0.00
Subtotal:			3	5,760	\$611,078.40
Optional Support Growth					\$436,104.00
Totals:				5,760	\$1,047,182.40
Option Year - 3					
Category	Hours	Rate Per Hour	Resources	Total Hours	Totals
Program/Project Manager	1,920	\$109.27	1	1,920	\$209,798.40
Enterprise Architect	1,920	\$109.27	1	1,920	\$209,798.40
Senior Application Developer	1,920	\$109.27	1	1,920	\$209,798.40
Master Application Developer	1,920	\$136.59	0	0	\$0.00
Subject Matter Expert	1,920	\$136.59	0	0	\$0.00
Subtotal:			3	5,760	\$629,395.20
Optional Support Growth					\$471,232.08
Totals:				5,760	\$1,100,627.28
Option Year - 4					
Category	Hours	Rate Per Hour	Resources	Total Hours	Totals
Program/Project Manager	1,920	\$112.55	1	1,920	\$216,096.00
Enterprise Architect	1,920	\$112.55	1	1,920	\$216,096.00
Senior Application Developer	1,920	\$112.55	1	1,920	\$216,096.00
Master Application Developer	1,920	\$140.69	0	0	\$0.00
Subject Matter Expert	1,920	\$140.69	0	0	\$0.00
Subtotal:			3	5,760	\$648,288.00
Optional Support Growth					\$495,282.28
Totals:				5,760	\$1,143,570.28
Lifecycle				28,800	\$3,058,041.60
Lifecycle - Growth					\$2,037,658.36

<i>Lifecycle - Grand Total</i>		28,800	\$5,095,699.96
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6. GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS. The government will provide the following resources to the contractor for task performance:
- The Government will provide workspace at a government facility for the maximum number of funded employees identified in paragraph 5.6.
 - The Government will provide standard office configuration (office work area, telephone, access to fax, computer, e-mail account, software, network access, etc.).
 - The Government will provide access to available IT equipment and software, as it may deem necessary, to the contractor for the exclusive purpose of performing the services as defined in the task order.
 - The Government will provide access to available technical information (i.e. standard configuration, USDA directives, etc.) as required and upon contractor request for the performance of this task order.
 - All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all Government provided items that were used during the performance of these requirements by the end of the performance period.
 - All documented processes, procedures, tools and applications, developed under this PWS become the property of the Government. The Government shall have unlimited rights to these documents. Modification and distribution of end products for use at other installations will be at the discretion of the Government.
 - All text, electronic digital files, data, new capabilities or modification of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The information shall be returned to the Government unless otherwise specified herein.
7. SECURITY.
- 7.1. Clearance. All contractor personnel assigned to this task shall be a United States citizen and shall have had a successfully adjudicated National Agency Check with (Written) Inquiries (NACI). All contractor personnel shall comply with the specific security requirements identified in **PWS attachment B**.
- 7.2. Identification of Non-Disclosure Requirements.
- Due to the sensitive nature of the data and information being worked with on a daily basis, all contractor personnel assigned to the task order are required to complete the Government provided non-disclosure statement (**PWS attachment C**) within 30 calendar days after task order award to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COTR.
- The component parts of this effort and reports are expected to contain highly sensitive information that could act as a guide for hostile entities to cause harm to the USDA's critical infrastructure. Any such information made available in any format shall be used only for the purpose of carrying out the provisions of this agreement. Such information shall not be divulged or made known in any manner to any person. The Contractor shall immediately notify the COTR and FSA PM upon discovery of any inadvertent disclosures of information. The Contractor shall not retain any information regarding vulnerabilities, to include summaries, the actual vulnerability report, etc., after the performance period end date. All information arising from this task, both hard copy and electronic, shall be returned to the government at task conclusion.
- 7.3. Privacy Act. Work on this project requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

- 7.4. Safety. The contractor shall comply with all local safety regulations and procedures in effect at the respective installation locations.

8. ADMINISTRATIVE CONSIDERATIONS

8.1. Government Representatives:

Gerald Hagedorn
Chief, Production Adjustment Risk Management
U.S. Department of Agriculture
Farm Service Agency
6501 Beacon Drive
Kansas City, MO 64141
(816) 926-2758
Gerald.Hagedorn@kcc.usda.gov

Pam Siemiatkowski
PARMO Contracting Officer's Technical Representative
U.S. Department of Agriculture
Farm Service Agency
6501 Beacon Drive
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Pamela.Siemiatkowski@kcc.usda.gov

GSA Contracting Officer's Technical Representative
Wendi Borrenpohl
1710 Corporate Crossing, Ste. 3
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618.622.5806
wendi.borrenpohl@gsa.gov

GSA Contracting Officer
Mara Shultz
1710 Corporate Crossing, Ste. 3
O'Fallon, IL 62269
618.622.5808
mara.shultz@gsa.gov

8.2. Procedures for Payment.

- 8.2.1. Performance Based Payment Percentages. The attached SDS is provided to identify the performance objectives and respective payment percentages based on relative importance to total task performance. This document also identifies the Government's proposed surveillance assurance methodology. Should the Government's surveillance necessitate a payment reduction for less than satisfactory service, the reduction will be calculated based on the Acceptable Quality Level (AQL) payment percentage relative to the total monthly service. The payment reductions will not exceed the payment percentage stated for each performance requirement.
- 8.2.2. Submission. Invoices are due no later than the 21st calendar day of the month following the reporting period. The contractor shall submit the invoices and supporting documents, through ITSS simultaneously with the MSR (as an acceptance item) to allow the client and the COTR to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the services and travel

ordered by GSA and provided in direct support of the client's project requirements. In addition, the contractor shall either submit a hard copy of the invoice to the GSA finance office (address identified on the Standard Form 300) or submit an electronic copy of the invoice to the GSA finance web site by the 21st calendar day of the month following the reported period.

- 8.2.3. Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government.
- 8.3. Personal Service. The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".
- 8.4. Section 508. All services and products, to include systems and applications, developed and provided in response to the requirements identified in this document shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and IT (EIT) Accessibility Standards (36 CFR part 1194).
- 8.5. Pricing Terms. All pricing and pricing terms of this purchase will be governed by the GSA Alliant contract. No open market items allowed, except for travel other direct cost (if required). The contractor's quote shall also contain the GSA Alliant contract number and contract expiration date. Discounts from contract prices are encouraged.